

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/616,006

Filing Date: July 9, 2003

Applicant: Luca Rigazio

Group Art Unit: 2626

Examiner: Jakieda R. Jackson

Title: Speech Data Mining for Call Center Management

Attorney Docket: 9432-000241

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

AMENDMENT

Sir:

In response to the Office Action mailed August 7, 2007, please amend the application as follows and consider the remarks set forth below.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 13 of this paper.